

### **Ethical Property Communal Server**

The Ethical Property Company has expanded the communal IT services it can offer through the introduction of central servers for use by tenants. Via these central servers, we can offer you Filestorage; Email Services & PC Support to assist you with your IT needs.

Our experience having spent time assisting our tenants with their IT needs revealed that many did not feel they could either afford the capital investment required to purchase a server, nor did they have the necessary IT support or expertise to set up, maintain and develop such a system. This prompted us to set up a centralized server for our tenants, which would allow them to benefit from

- High quality equipment at lower purchase and maintenance costs.
- The advantages of an advanced email handling and delivery service & centralized, backed-up filestorage
- Reliable and affordable IT support

#### **The Email service includes:**

- A standard mailbox per user (e.g [janine@ethicalict.co.uk](mailto:janine@ethicalict.co.uk)).  
*(If you already have email accounts set up, we can transfer these to the server).*
- *Mailing Groups* allowing emails to be delivered to 1 or more users (i.e. [support@ethicalict.co.uk](mailto:support@ethicalict.co.uk)).
- Web email access, enabling you to access you email from any location with an internet connection (either your home pc or an internet café!)
- Anti-virus and anti-spam protection.
- Full back-ups of mailboxes.
- Shared resources such as Calendars & Contact Lists, to ease communication within your organization. *These are also remotely accessible.*
- The ability to integrate with Microsoft; Mac or Open Source PC software
- Access to the Ethical IT helpdesk (via phone or email) for any support you need with your email accounts or shared resources
  
- For a small fee we can also include Online archiving, allowing you to keep your mailbox small, yet still access your full email archive – no matter how large!  
(Further information on this service, and the importance of managing mailbox sizes, can be given on request)

#### **The Filestorage & PC Support service includes:**

- Individual folders on the server for each user.
- Synchronisation facilities between the server & your computers, to enable you to work in the same way as you do now.
- Shared folders, such as Finance / Projects etc
- Customised 'permissions' for accessing folders (restricting access to sensitive files such as HR / Finance etc).
- A full back-up service.
- Anti-virus protection

- Access to the Ethical IT helpdesk (via phone & email) for any IT support you need – either relating to the server or your desktop environment! Further details on the way the helpdesk works & issues covered can be provided on request (there are certain time limits on calls which are included in this package - most are free but lengthy issues falling outside the SLA are charged additionally).
- A PC Audit is included as part of the set-up process.
- We are in the process of developing a remote access tool to files on the server, to enable full remote working capability. This will be available in late 2008 at an additional cost

### Costs

The cost for these services (**per user**) are as follows:

- Set Up £100 + VAT (£50 for each service).  
*NB: If you take up both services there is a 10% discount on the Set-up cost.*
- Email Services - £75 + VAT per year
- Filestorage & PC Support - £95 + VAT per year

We can add these costs to your **monthly** rental charges:

	Email	Filestorage & PC Support	ALL Services
<b>Year 1</b>	£10.42 + VAT	£12.08 + VAT	£20.25 + VAT
<b>Year 2</b>	£6.25 + VAT	£7.92 + VAT	£12.75 + VAT

*If you have over 5 users, there may be discounts available – please speak to the Sales team.*

*If you would like further information, please contact [sales@ethicalict.co.uk](mailto:sales@ethicalict.co.uk)*

### Notes

1. In order to achieve the full use of Centralised Services functions, we highly recommend a minimum client (PC/ laptop) specification of Windows XP Professional SP2, 512MB RAM, Pentium IV, 20GB Hard Disk drive, and suitable and up to date anti-virus software (on client).
2. Note that following an initial audit of the organisation's IT environment it may be necessary to upgrade the client PCs/ laptops to achieve the minimum standard necessary to fully utilise the Centralised Services. The work to upgrade the organisation's IT environment is chargeable in addition to the Centralised Services fees.
3. The support cost does not include replacement PC parts. If this is not covered by the PC manufacturer when replacement parts can be sourced by JADe and invoiced in addition.
4. Adhoc consultancy, for on-site, project or non-SLA support, will be charged at £50 (excl VAT) per hour.